



Idaho Education Network
Program Resource Advisory Council (IPRAC)
September 14, 2010 Meeting Minutes
(approved by Council October 12, 2010)

The September 14, 2010 meeting of the IEN Program Resource Advisory Council was held in the Barbara Morgan Conference Room of the Len B. Jordan Building, 650 West State Street, Boise, Idaho.

ATTENDANCE

Members/Alternate(s) Present:

Tom Luna (Chair), Superintendent of Public Instruction
John Miller, Dean of Off Campus Instruction, College of Southern Idaho
Jerry Reininger, Director of Information Systems, Meridian School District
Alicia Ritter, Ritter Consulting
Shelly Sayer, Premier Technology Inc.
Teresa Luna, Interim Director, Dept. of Administration
Sen. John Goedde, Chairman of Senate Education Committee (VTC)
Rep. Darrell Bolz, Joint Finance & Appropriations Committee
Sen. Bert Brackett, Joint Finance & Appropriations Committee
Sen. Shawn Keough, Joint Finance & Appropriations Committee
Rep. Bob Nonini, Chairman of House of Representatives Education Committee (VTC)

Alternate

Cheryl Charlton, Idaho Digital Learning Academy

Absent Members

Rep. Wendy Jaquet, Joint Finance & Appropriations Committee
Donna Hutchison, CEO, Idaho Digital Learning Academy

Others Present:

Sally Brevick, Office of the CIO	Keith Murphy, Qwest
Dana Briggs, ENA (VTC)	Gayle Nelson, ENA
Cody Claver, K12 Inc.	Debra Stephenson-Padilla, IEN
Mike Costa, IEN	Mike Vance, ENA
Brady Kraft, IEN	Steve Wagner, Syringa/ITA
Garry Lough, IEN	Greg Zickau, OCIO
Dan McDaid, One Vision Solutions	

APPROVAL OF PREVIOUS MINUTES

MOTION: Sen. Keough moved and Dr Miller seconded a motion to approve the minutes of the meeting held on August 10, 2010 as presented; the motion passed unanimously.

ENA NOC DEMONSTRATION

Dana Briggs of ENA provided the Council with an overview of their Network Operations Center (NOC) in Nashville, Tennessee from where they monitor their networks in Idaho (and three other states):

- Visible outages – the current impact to service and anything that requires immediate attention;
- Inbound calls – technology people at the district level asking questions or needing updates;
- Google Map – showing geographic location of any districts or schools experiencing problems, and even potential weather issues that might be affecting the network locally;
- Software monitoring.

Constant service: Nashville is the primary NOC location with 6 employees, there is also one employee in Florida and one in Idaho, providing geographic redundancy. If for any reason employees are not able to physically access the actual NOC, they are able to log on remotely to their desktops and access live information, thereby providing a high level of service at all times.

Support and response: ENA functions as the level one support for all issues with the IEN network, whether VTC or connectivity-related. The NOC functions as the 24/7 helpline, receiving inbound calls for firewall assistance, network support or trouble with VTC units. Staff at the NOC are able to contact a school's telephone or internet provider to resolve problems – this relationship with vendors extends up to the executive level. The NOC continually monitors bandwidth utilization, activity and CPU utilization and 97% of the time, ENA will notify a district of a problem before they are even aware of it.

Ticket tracking and escalation: All queries and support needs are managed and tracked via tickets. ENA tracks each incident with a very robust system, designed specifically for their business model and tailored for supporting education systems. Tickets are tracked until resolved and, depending on the urgency, a ticket can be escalated by, for example, having a vendor dispatched within 30 minutes or less.

Customer access: local school tech coordinators are able to access ENA's ticketing system in order to see for themselves the status of their tickets. Brady Kraft advised the Council that he, too, has real-time access to the online reports and is able to monitor the network himself.

Security: This is a closed system so the only way to access it is by being on the ENA network. Outside activity is monitored and any attempts to breach the system are catalogued and addressed as necessary. The Idaho Service Center is a portal designed particularly for the IEN, authorized users at the district level access the network with a username and password.

Supt. Luna requested a report for the Council showing ticket activity, the length of time taken for resolving issues and whether there is any significant down time.

TEACHER STIPENDS

Brady Kraft advised that the IEN has received \$1.3M in federal Title IID funds, the money is being used to:

- build origination rooms,
- provide training for teachers wanting to take virtual tours and originate content
- provide stipends to high school teachers who originate content and distribute it.

No IEN money is being used for this program, it is entirely funded by Title IID dollars of which \$250,000 is earmarked to cover the stipend program. It is estimated that this should last 2.5 years from now and cover 100 – 125 classes. Mr. Kraft is confident that the program will be financially sustained beyond this time by using future Title IID or other grant funds, thereby perpetuating the program without using IEN funds. Supt. Luna noted that this program is a good example of redirecting existing funds rather than being dependent on new dollars that require legislative approval. It is a requirement of using these federal funds that teachers are paid directly by the

IEN. Only individuals who are Idaho State certified K-12 teachers are eligible to receive the stipend. It is possible that other sources of funding might be found to compensate university teachers and professors.

Mr. Kraft shared the Policy and Procedure Manual for the IEN High School Teacher Stipend Program which outlines the background and goals. One of the requirements for teachers to receive the stipend is that they complete 32 hours of training, which is fairly rigorous but approval has been received to award two graduate credits from BSU for this curriculum (approval for graduate credit is also being sought from ISU, UI and LCSC).

A lot of consideration has been given to how the compensation is calculated:

- The stipend is tied to high school credits in order to create an equal measure across the numerous and different time schedules, the base stipend is \$500 per Idaho high school credit.
- Critical subject matter courses provide additional incentive and will be determined by the Dept of Education.
- Eligibility for Dual Credit – these classes are more rigorous, have added value and create more work for teachers in meeting the standards of higher education institutions.
- Number of receive sites – more money is offered if teachers reach out to more sites.
- Pass rate – compensation is also calculated according to the pass rate.

The maximum that a teacher could make is \$3,250. A year from now it will be possible to more fully assess this breakdown and amend these calculation factors if necessary. The Stipend Program enables the use of funds uniformly across the state rather than just for Title IID-eligible schools.

In the first year of the IEN, four teachers delivered classes and were paid a flat rate of \$1,500. Now, in year two, there are 12 teachers delivering over VTC who meet the requirements of the stipend. 231 people have attended at least one of the training classes. 174 have attended the proctor class and 26 of those moved on to take the originator class, so there is a lot of interest. Teachers are not compensated for attending the courses but feedback has been positive, given that these classes are free and scheduled to accommodate those attending. There has been no negative feedback about the “pay for performance” aspect of the program.

UPDATES

COMMUNICATIONS

Garry Lough highlighted to the Council that he had been working the math initiative team to use the IEN to accelerate adoption of the initiative and therefore improve math scores. Mr Lough has also been assisting the Albertson Foundation with their public awareness campaign, which focuses on content and curriculum, and also the Go On Challenge to support efforts to motivate students to go on to higher education. The IEN website has been modified and now includes videos that personalize the IEN through the sharing of testimony from people already using the network.

The first statewide education address from the Governor has taken place and went very well. Students from Nez Perce, New Plymouth and Canyon Ridge were able to interact live with the Governor and also Supt. Luna.

Mr. Lough advised that 19 origination sites are now connected, including Twin Falls, Grangeville, Emmett, Madison, Moscow, Sandpoint, Blackfoot and Weiser. Typically it is large-population areas that have origination sites, although the smaller more rural areas also have highly qualified teachers enthusiastic about originating.

CURRICULUM

Garry Lough advised the Council that the IEN content had not changed a lot since the last meeting, due to the summer holiday. However data would follow regarding community training being offered by the Small Business Development Council. The data sheet that Mr. Lough shared included preliminary student numbers for fall classes offered by three providers - CSI, LCSC and NIC.

CONNECTIVITY

Brady Kraft reported that 64 high schools (representing about 20,000 students) are connected. Meridian and Caldwell high schools had been scheduled to be connected by the end of June but Qwest made metro Ethernet available in early June and by waiting, the IEN will save about \$35,000 a month. Twin Falls was initially connected using 12Mbs of IEN bandwidth using TDM which allows them to originate and receive, however Qwest will be installing metro Ethernet in this community as well, and in at October the service will be upgraded to 100Mbs.

A further 74 high schools (representing over 47,000 students) have had connectivity ordered or are in the process of being ordered, these will be completed by the end of September and 90% of these should be online by January. Regarding Coeur d'Alene and Post Falls, the only configuration to be purchased for which there were contracts in place were OC3 with TDM services but since the IEN would be buying such a large amount of bandwidth in those communities, Qwest was asked to reach out to Frontier or other providers in the Post Falls area and make metro Ethernet available. Mr. Kraft said he did not want to wait that long and delay the connectivity to those schools, but it would involve significant savings and also bring about better service to those communities.

OTHER BUSINESS

Brady Kraft introduced Mike Costa, the newest member of IEN staff, and recognized Debra Stephenson-Padilla and Sally Brevick for the support they provide.

Alicia Ritter raised a concern about the cost of books, virtual trips and dual enrolment classes. While the IEN is a hugely beneficial tool for students, there can be difficulties for some students or schools in taking up the opportunities being offered due to associated expenses. In the discussion that followed, a point was raised that schools should, during these difficult economic times, consider how they are spending the money they already have rather than denying students access to the IEN until new dollars become available. Resources for low cost text books including private donors, cheap text book websites, local service clubs and used books. A request was made for a fact sheet to be produced that could guide schools and students in finding alternative sources for text books. It was also suggested that the Idaho School Boards Association maintain a repository of used books.

ADJOURNMENT

The meeting adjourned at 2:32 p.m.

NEXT MEETING

The next meeting is scheduled for October 12, 2010 at 1:00pm in the Barbara Morgan Conference Room of the LBJ Building, 650 West State Street.

Respectfully submitted,



Sally Brevick, Office of the CIO